



Position description

Deputy College Head

(Residential Support Team Officer, Level 2)

Department/Unit	Monash Residential Services
Faculty/Division	Campus Community Division
Classification	HEW Level 5
Work location	Clayton and Peninsula campus
Date document created or updated	5 October 2016

Organisational context

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our university and our exciting future, please visit www.monash.edu.

The Campus Community Division provides a range of high-quality non-academic services to students and staff at Monash. These include Monash Sport, Equity and Diversity Centre, Residential Services, Mental Health and Safer Community Programs, University Health Services, Student Engagement and Support services and Non-Residential Colleges. For more information about the work we do, [please visit our website](#).

Monash Residential Services provides a range of on and off-campus accommodation options and services to students, staff, the business community and short-term visitors to Monash University. For information about the services we provide, [please see our website](#).

Position purpose

The Deputy College Head assists and supports the College Head with the provision of provision of the Residential Support, Engagement and Development activities within their community, and to all resident students. via a range of academic, personal, social and recreational activities and programs undertaken within a residential community (i.e. a hall of residence and/or an accommodation complex which may be made up of a number of units, flats and houses).

Reporting line: The position reports to the College Head under general direction

Supervisory responsibilities: The Deputy College Head does not directly supervise, but will assist with the overall management and coordination of Residential Support Assistant(s), Resident Advisors and elected student representatives

Financial delegation and/or budget responsibilities: The position assists the College Head with financial management responsibilities as required

Key responsibilities

1. Assist the College Head in caring for the welfare and overseeing the conduct of residents, including providing advice, guidance, referrals and support to members of the residential community on a broad range of issues
2. Coordinate staff members and volunteers, including providing guidance, ongoing training and mentoring to assist them in providing high-quality services within the residential community
3. Undertake a range of tasks to assist the College Head in developing, organising and implementing various programs for residents and Resident Advisors including orientation, residential support, engagement and development activities as directed by the Associate Deputy Director (Residential Support), Monash Residential Services. This includes primary responsibility for the coordination of Orientation programs in your residence, and membership of the MRS Orientation committee
4. Support the College Head in undertaking a range of operational and administrative tasks, including administering disciplinary procedures, room allocations, internal communications and planning, policy development & financial management activities
5. Maintain active presence in the residential community in order to effectively manage the provision of support, engagement and development of residents and the community, as well as effectively dealing with complex incidents in line with MRS policy and expectation
6. Work with the College Head to promote a culture of approachability, collegiality, cultural awareness and motivation amongst the residential community
7. Build and sustain effective working relationships with a network of colleagues such as Residential Support Team Officer(s), other Monash Residential Services staff and clients, and use these to facilitate communication
8. Personal responsibility for the timely reporting of any major incident involving residents and/or the residential community (including alleged, suspected, witnessed or otherwise reported concerns) to the Director MRS (or their nominee). This responsibility applies to any incident which could/would/should be reasonably responded to utilising MRS Critical Incident Management Protocols, and/or may be a breach of the MRS Conditions of Residency
9. Implement emergency and safety procedures and respond to emergency and/or problem situations in accordance with policy with support of senior management of MRS

Key selection criteria

Education/Qualifications

1. The appointee will have:
 - completion of a degree without subsequent relevant work experience; or
 - completion of an advanced diploma qualification and at least one year's subsequent relevant work experience or
 - completion of a diploma qualification and at least two years' subsequent relevant work experience; or
 - completion of a Certificate IV and extensive relevant work experience; or
 - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Experience in a leadership and advisory role in a University or similar residential environment, including the ability to coordinate and encourage cooperation and individual responsibility amongst young people
3. Demonstrated experience or understanding of the requirement to achieve high level outcomes in a complex and semi structured work environment (i.e. one with not strictly defined work hours)
4. High level organisational and administrative skills, including the ability to set priorities, manage time, plan work to meet deadlines, retain a flexible approach to meet changing needs and to respond and work effectively under pressure (preferably in university residences)

5. Ability to interpret policies, systems and processes and apply linked provisions in a consistent and appropriate manner
6. Demonstrated ability to work as an effective member of a team and to work exercising independence, judgement and initiative, including in difficult situations

Other job-related information

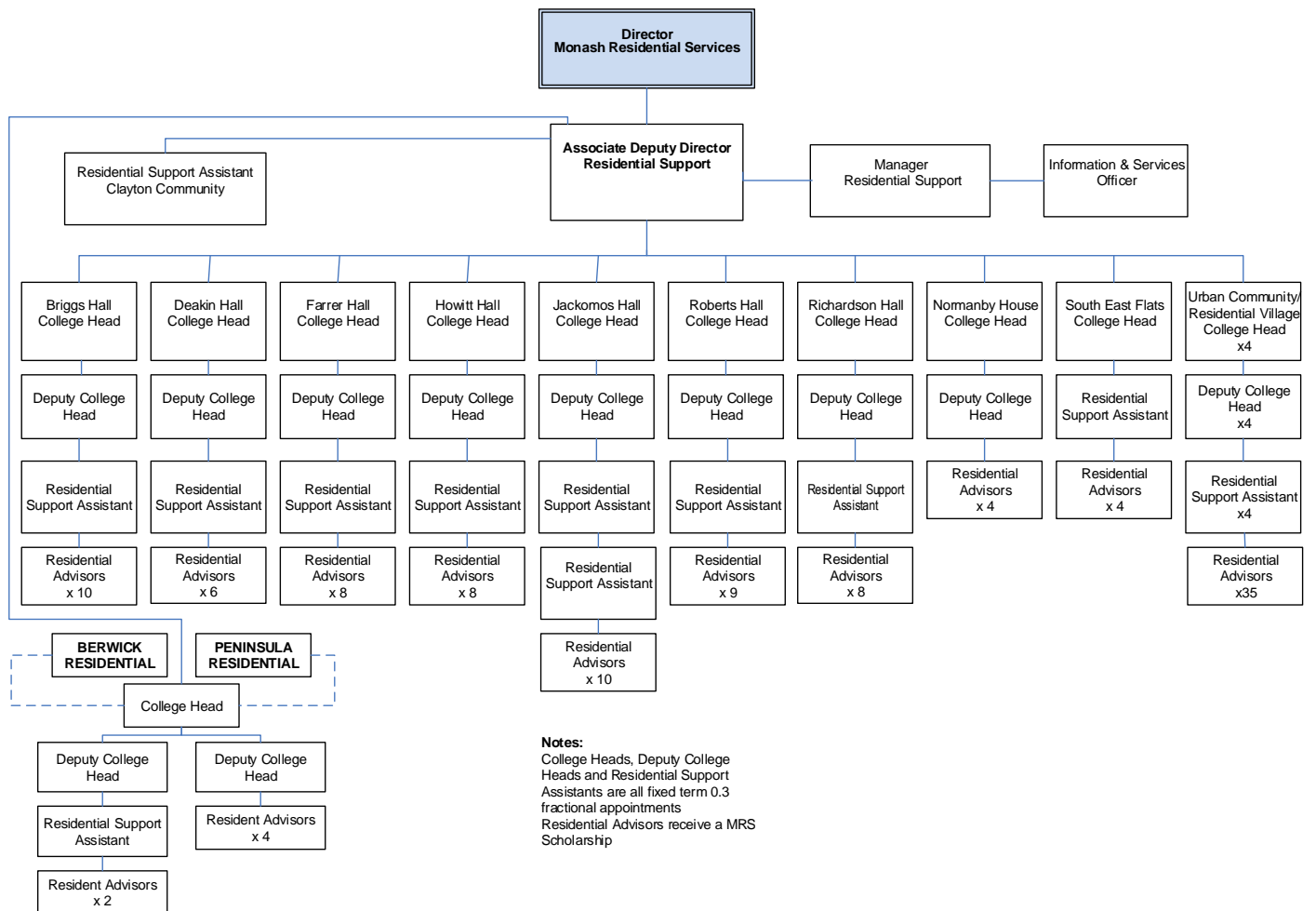
- The position requires the incumbent to hold a current Working with Children (Employee) Check
- This position is fully residential and the Deputy College Head is required to live in residence as the incumbent is required to be available and accessible to residents to deal with domestic matters, most often during the evening and weekend
- This position will deputise the College Head position as required

Legal compliance

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.

Organisational chart

Monash Residential Services – Residential Support Services



Nomenclature

- Residential Support Team Officer 1 = RSTO 1 = College Head = CH
- Residential Support Team Officer 2 = RSTO 2 = Deputy College Head = DCH
- Residential Support Team Officer 3 = RSTO 3 = Residential Support Assistant = RSA